

WISCONSIN

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Wisconsin Consumers = 5,160



Fraud Complaints from Wisconsin Consumers = 3,383

Top Fraud Complaint Categories for Wisconsin Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	862	25%
2	Internet Services and Computer Complaints	414	12%
3	Shop-at-Home/Catalog Sales	329	10%
4	Advance-Fee Loans and Credit Protection/Repair	296	9%
5	Prizes/Sweepstakes and Lotteries	289	9%

¹Percentages are based on the total number of fraud complaints from Wisconsin consumers (3,383).

Amount Paid Reported by Wisconsin Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
3,383	\$7,820,334	2,810	83%	\$2,783

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Wisconsin consumers (2,810). One consumer reported an amount paid of \$4 million.

Top Wisconsin Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Milwaukee	358
Madison	246
Green Bay	113
Racine	86
Appleton	83
Kenosha	83



Identity Theft Complaints from Wisconsin Victims = 1,777

Identity Theft Types Reported by Wisconsin Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	721	41%
2	Phone or Utilities Fraud	536	30%
3	Bank Fraud	224	13%
4	Employment-Related Fraud	141	8%
5	Government Documents or Benefits Fraud	106	6%
6	Loan Fraud	93	5%
	Other	258	15%
	Attempted Identity Theft	168	9%

¹Percentages are based on the 1,777 victims reporting from Wisconsin. Percentages add to more than 100 because approximately 22% of victims from Wisconsin reported experiencing more than one type of identity theft.

Top Wisconsin Identity Theft Victim Locations

Victim City	No. of Victims
Milwaukee	465
Madison	102
Green Bay	69
Kenosha	46
Waukesha	39